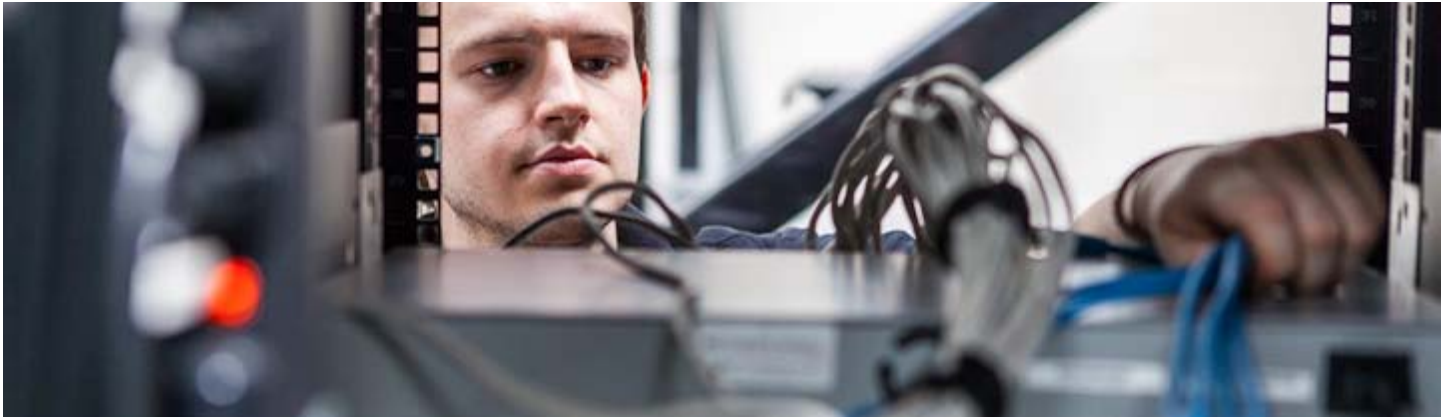


## *F1 Consultancy's IT Review secures improved performance for Snoqualmie Falls Golf Course*



**In addition, F1 Consultancy's tailored approach to IT solutions and excellent service delivery has resulted in an ongoing IT support and events agreement with Snoqualmie Falls Golf Course.**

In 2009 F1 Consultancy Limited won a high profile IT consultancy contract within the leisure industry for the ongoing provision of IT support services to Washington based Snoqualmie Falls Golf Course.

A lack of internal resource at Snoqualmie Falls and F1 Consultancy's pedigree event background combined with a flexible methodology and an ability to deliver services at a local level across the globe, meant that F1 Consultancy were ideal candidates for this contract.

### ***Background***

Snoqualmie Falls Golf Course is located in Fall City, Washington, USA, and is part of the BrightStar Golf Group LLC. BrightStar Golf Group was founded in 2003 to build a collection of fine golf properties in selective markets throughout the United States, including the Cobblestone Golf Group, American Golf Country Clubs, and Arnold Palmer Golf Management.

The main challenge for Snoqualmie Falls Golf Course was to identify a local IT service provider who understood the individual requirements of Snoqualmie and who could also supply IT support at unconventional times.

### ***Objectives***

For continued growth and the successful operation of Snoqualmie Falls Golf Course, the management team recognised that their existing IT infrastructure and network needed to be reviewed, repaired, and upgraded.

Key constraints for the project included its location and also the necessary requirement that IT support be carried out at unconventional times, something which many IT providers were unable to do.



**The success of this contract was due to the excellent service F1 delivered at a local level through its global network of IT consultants, and our ability to deliver flexible solutions at a time to suit Snoqualmie Falls Golf Course.**

**Importantly, F1 Consultancy helped Snoqualmie Falls Golf Course review and enhance its existing IT infrastructure, thereby ensuring a robust and secure system was in operation.**

Snoqualmie Falls Golf Course has a reputation for excellence. Therefore, the efficient functioning of its IT systems was also a key business driver for appointing an experienced local IT service provider. F1 Consultancy initiated an early assessment of Snoqualmie Falls Golf Course's IT requirements, and subsequently created a suitable Service Level Agreement to meet the IT demands of Snoqualmie.

F1 Consultancy was also tasked with constructing a solution which had to include, a future support role to Snoqualmie Falls offices and any upcoming external events which Snoqualmie may host. In addition, the project required flexibility and excellent service delivery.

F1 Consultancy's excellent pedigree as a technical events specialist combined with its global reputation helped F1 to secure this IT consultancy contract. With highly trained staff situated throughout the world we are able to deliver IT consultancy and management services at a local level, wherever a client is based. Customers such as Snoqualmie Falls Golf Course rely on our expertise to deliver their IT services so that they can focus on dealing with their business.

### ***Solution***

The first phase of this project encompassed F1 Consultancy performing an in-depth assessment of Snoqualmie's IT requirements. Where clients do not have the internal resources to support themselves from an IT perspective and carry out ongoing reviews of existing hardware and software, F1 consultants can seamlessly step in.

In this instance F1 Consultancy sent a trained consultant to Snoqualmie Falls Golf Course to study the existing network. A network diagnosis report detailing F1's findings and recommendations was then produced. From this document a Service Level Agreement with deliverables, timelines, and costs was created. This document also formed the basis for future Snoqualmie's offices IT support requirements.

F1 Consultancy's technical events expertise was also utilised in both the contract bidding and planning phases. Throughout the year Snoqualmie Falls Golf Course host a number of planned and unplanned events, and these would also require furnishing with IT support. Our approach also examined how we could improve efficiency, enhance user experience, simplify and provide a better quality of service to Snoqualmie Falls Golf Course staff.

The upgraded systems improved overall efficiency, as well as enhanced and simplified IT for Snoqualmie Falls Golf Course staff, so that their standards of excellence were easily met.

